

Enterprise Incident Report June 2011

As of 7/5/2011

Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Insurance	108	1	109
	73	0	73
Customer Company Total	108	1	109
	73	0	73

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Insurance	108	1	109
	18	0	18
Customer Company Total	108	1	109
	18	0	18

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Insurance	108 0.76	1 0.17	109 0.75
Customer Company Total	108 0.76	1 0.17	109 0.75

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Insurance	108 7	1 0	109 7
Customer Company Total	108 7	1 0	109 7

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Insurance	108 2.20	1 1.97	109 2.20
Customer Company Total	108 2.20	1 1.97	109 2.20

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Detail

INC000000316112	Steven Jentzsch	Mobile Devices	None	BlackBerry Configuration	TIR Missed: No	TIR: 0.31
Help Desk	Eileen Dubach	Insurance	Low	Closed	TTR Missed: No	TTR: 0.32
INC000000323611	Sandra Halladay	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000323625	Steven B Price	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000323748	Rudy VanBeekum	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000323801	Brent Oscarson	Network	Incident	Cisco AnyConnect VPN Client	TIR Missed: No	TIR: 0.10
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.49
INC000000323871	Steven B Price	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000324153	Tanji Northrup	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000324284	Sandra Halladay	None	None	None	TIR Missed: Yes	TIR: 3.42
Network Operations	Brant Davis	Insurance	Low	Closed	TTR Missed: No	TTR: 3.45
INC000000324454	Shane Sadler	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000324735	Mary Dy	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000324960	Steven B Price	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325074	Carrie Monnier	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325089	Weimei Ye	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325183	Laura Shepherd	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325421	Terisa Anderson	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.13
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.41
INC000000325427	Rudy VanBeekum	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.09
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.92

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INC000000325746	Sandra Halladay Application Support	Application Scott VanderLinden	Reporting Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.96 2.43
INC000000325980	Ross Elliott Application Services	Application Martin Gonzalez	Error Insurance	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 2.43
INC000000326261	Sandy Glaze Capitol Desktop Support	Application Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 0.83
INC000000326294	William Stimpson Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000326641	Luanne Winters Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000326853	Steven B Price Application Services	Application Martin Gonzalez	Password Insurance	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.76 2.06
INC000000326968	Steven B Price Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000326982	David Snowball Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327013	Laura Shepherd Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327075	Nancy Askerlund Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327248	Angela M Martinez Help Desk	Application Sarah Johnson	None Insurance	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 0.78
INC000000327506	Diane Perucca Capitol Desktop Support	PC/Laptop Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 2.63
INC000000327533	Rudy VanBeekum Help Desk	None Brenda Treadway	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000327892	Tamara Greening Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328353	Angela M Martinez Voice Operations	Telecom Lois Schow	Feature Insurance	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.22
INC000000328414	Angela M Martinez Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328417	Virgina Dawes Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000328459	Luanne Winters	Network	Error	None		TIR Missed:	Yes	TIR:	2.30
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	2.31
INC000000328473	Colette Sawyer	Application	Password	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000328617	Tanji Northrup	None	None	None		TIR Missed:	No	TIR:	0.17
	Capitol Desktop Support	Michael Hussey	Insurance	Medium	Closed	TTR Missed:	No	TTR:	1.97
INC000000328646	Meldee Love	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	Yes	TIR:	2.09
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	2.33
INC000000328810	Angela M Martinez	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000328846	Heidi Petermann	PC/Laptop	Error	None		TIR Missed:	Yes	TIR:	4.49
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	Yes	TTR:	6.61
INC000000328884	Deborah Mae Hyatt	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000329306	Michael Covington	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.24
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.63
INC000000329334	Betsy Jerome	Application	Password	Citrix ICA Client		TIR Missed:	No	TIR:	0.13
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.52
INC000000329443	Connie Nowland	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000329547	Steven B Price	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000329662	Ned Shimizu	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.72
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.73
INC000000329800	Travis Wegkamp	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000329946	Karon Hardman	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000330743	Jenifer Christian	Application	None	None		TIR Missed:	No	TIR:	0.60
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	4.06
INC000000330905	Betsy Jerome	Telecom	None	Telephone		TIR Missed:	No	TIR:	0.08
	Voice Operations	Julie Sabato	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.81
INC000000331061	Clarissa Crisp	Application	Error	Citrix ICA Client		TIR Missed:	No	TIR:	0.15
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.50

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INC000000331078	Hermoliva Abejar Application Services	Application Martin Gonzalez	Error Insurance	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.06 6.25
INC000000331355	Steven B Price Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000331381	Luanne Winters Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000331461	Silmara Charlesworth Voice Operations	Telecom Annette Nielsen	Hardware Insurance	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.18
INC000000331626	Jenifer Christian Application Services	Application Martin Gonzalez	Reporting Insurance	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.21 53.45
INC000000331902	Michelle M White Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000331976	Donald Catmull Capitol Desktop Support	Network Paul Ross	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.96
INC000000332037	Hermoliva Abejar Capitol Desktop Support	Application Paul Ross	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.69
INC000000332082	Randy Overstreet Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332083	Linda Hardy Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332086	Richard Grieser Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332330	Jenifer Christian Application Services	None Tony Larsen	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 39.34
INC000000332364	Michael Covington Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332540	Travis Wegkamp Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332545	Steven B Price Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332805	Jaimee George Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000332876	Jaimee George Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000332923	Ross Elliott Metro B Help Desk	Application Val Shepherd	Password Insurance	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000333513	Travis Wegkamp Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333522	Steven B Price Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333771	Meldee Love Capitol Desktop Support	PC/Laptop Paul Ross	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 2.82
INC000000334035	Dan Applegarth Capitol Desktop Support	Application Paul Ross	Password Insurance	Novell Messenger Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.61 2.71
INC000000334052	Steven B Price Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334265	Luanne Winters Metro D Help Desk	PC/Laptop Doug Brown	Error Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334756	Carolyn Maynard Capitol Desktop Support	Network Paul Ross	Password Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.06
INC000000334771	Steven B Price Application Services	Application Martin Gonzalez	Reporting Insurance	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.13 5.59
INC000000334920	Betsy Jerome Capitol Desktop Support	Application Paul Ross	Reporting Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.17
INC000000335141	Ned Shimizu Help Desk	Application Brenda Treadway	Password Insurance	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000335197	Aaron Phillips Capitol Desktop Support	Application Paul Ross	None Insurance	Citrix ICA Client Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.12 1.63
INC000000335367	Anne Stewart Voice/Data/WAN Services	Telecom Spencer Blodgett	Dial Tone Insurance	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 1.62
INC000000335542	Silmara Charlesworth Capitol Desktop Support	Application Paul Ross	Password Insurance	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.65
INC000000335678	Steven B Price Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000335720	Ross Elliott Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000336009	Steven B Price Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000336011	Steven B Price	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336333	Steven B Price	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336919	Sandra Halladay	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.67
	Capitol Desktop Support	Peter Musser	Insurance	Low	Resolved	TTR Missed: No	TTR: 3.38
INC000000337055	Lorry Herrera	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.99
	Capitol Desktop Support	Peter Musser	Insurance	Low	Resolved	TTR Missed: No	TTR: 5.68
INC000000337112	Dan Applegarth	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.17
INC000000337461	Nancy Askerlund	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR: 2.26
	Capitol Desktop Support	Peter Musser	Insurance	Low	Resolved	TTR Missed: No	TTR: 3.66
INC000000337543	Cheryl Alexander	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.98
	Capitol Desktop Support	Peter Musser	Insurance	Low	Resolved	TTR Missed: No	TTR: 1.42
INC000000337914	Aaron Phillips	Application	None	Citrix ICA Client		TIR Missed: Yes	TIR: 11.71
	Application Services	Tony Larsen	Insurance	Low	Resolved	TTR Missed: Yes	TTR: 11.71
INC000000337916	Aaron Phillips	Application	None	Citrix ICA Client		TIR Missed: Yes	TIR: 3.85
	Application Services	Ken Ainge	Insurance	Low	Resolved	TTR Missed: No	TTR: 3.85
INC000000337920	Aaron Phillips	Application	None	Citrix ICA Client		TIR Missed: Yes	TIR: 3.79
	Application Services	Ken Ainge	Insurance	Low	Resolved	TTR Missed: No	TTR: 3.79
INC000000337925	Aaron Phillips	Application	None	Citrix ICA Client		TIR Missed: Yes	TIR: 3.75
	Application Services	Ken Ainge	Insurance	Low	Resolved	TTR Missed: No	TTR: 3.75
INC000000337930	Aaron Phillips	None	None	Citrix ICA Client		TIR Missed: Yes	TIR: 3.67
	Application Services	Ken Ainge	Insurance	Low	Resolved	TTR Missed: No	TTR: 3.67
INC000000337932	Aaron Phillips	Application	None	Citrix ICA Client		TIR Missed: Yes	TIR: 3.62
	Application Services	Ken Ainge	Insurance	Low	Resolved	TTR Missed: No	TTR: 3.62
INC000000337934	Aaron Phillips	Application	None	Citrix ICA Client		TIR Missed: Yes	TIR: 3.60
	Application Services	Ken Ainge	Insurance	Low	Resolved	TTR Missed: No	TTR: 3.60
INC000000337937	Aaron Phillips	Application	None	Citrix ICA Client		TIR Missed: Yes	TIR: 12.52
	Capitol Hosting	Curtis Parker	Insurance	Low	Resolved	TTR Missed: Yes	TTR: 12.52
INC000000338452	Linda Hardy	Network	Password	None		TIR Missed: No	TIR: 0.39
	Capitol Desktop Support	Peter Musser	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.43
INC000000338546	Terisa Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.11
	Capitol Desktop Support	Peter Musser	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.25

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INC000000338670	Steven B Price	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.73
	Capitol Desktop Support	Peter Musser	Insurance	Low	Resolved	TTR Missed: Yes	TTR: 6.66
INC000000338697	Jake W Garn	Application	Password	Citrix ICA Client		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000338915	Nancy Askerlund	PC/Laptop	None	None		TIR Missed: No	TIR: 0.43
	Capitol Desktop Support	Peter Musser	Insurance	Low	Resolved	TTR Missed: No	TTR: 4.12
INC000000339401	Colette Sawyer	Application	Error	None		TIR Missed: Yes	TIR: 1.40
	Capitol Desktop Support	Peter Musser	Insurance	Low	Resolved	TTR Missed: No	TTR: 3.24
INC000000339652	Dan Applegarth	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.35
	Capitol Desktop Support	Peter Musser	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.40
INC000000339831	Colette Sawyer	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR: 0.18
	Application Support	Scott VanderLinden	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.41
INC000000339971	David Flores	Application	Error	Citrix ICA Client		TIR Missed: No	TIR: 0.30
	Application Services	Ken Ainge	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.84
INC000000339976	Allen Hart	Application	Error	TeamMate Audit System		TIR Missed: No	TIR: 0.26
	Application Services	Ken Ainge	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.87